

Operating instructions

(en)

User-Friendly Phone with Emergency Call Function

tiptel Ergophone 1300



tiptel

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Safety information

Carefully read through the instructions before use and keep them for later reference.

Intended use - the phone is suitable for connecting to the public, analogue phone network and to the analogue ports of phone systems.

Please observe the following very closely when setting up, connecting and using the telephone:

- **DANGER:** Never open up the device yourself Do not use sharp or metallic objects to touch the plug contacts.
- **DANGER:** You should not make or receive calls, or connect or disconnect lines, during an electrical storm as doing so presents a risk of electric shock if lightning strikes the network.
- Only plug the connection cables into sockets designated for this use.
- Lay the connection cables such that they do not pose any risk of accidents Connected cables must not be subjected to excessive mechanical stress.
- Set up the device away from electrical interference.
- Only use a soft, damp cloth to clean the device. Do not use chemicals or abrasive cleaners.
- Protect the device from damp, dust, liquids and vapours.
- Do not expose the device to direct sunlight.
- Do not use the device in potentially explosive atmospheres.
- Only use the original telephone connection cable.
- The relaying of emergency calls cannot be guaranteed in all circumstances. For lifesaving actions, the emergency call function should not be used without additional safeguards.

Assignment of buttons



Loudspeaker button: Starts to dial a telephone number entered or selected. Enables/disables the line with the hands-free function. Switches to loudspeaker mode during a conversation using the receiver.



R button: Is used for transferring calls within a telephone system. Initiates special functions in many networks.



“Phone book” button: Opens and closes the phone book.



3s

Press Phone book for three seconds: Opens the phone book for a new entry. An entry already called can be edited.



“Call log” button: Opens and closes the call log.



Plus/Minus buttons: They change the volume. The ring tone volume changes when an incoming call is being indicated. The receiver volume changes during a telephone call. For lists, the buttons are used to switch between name and call number.



“Menu” button: Opens and closes the Settings menu.



Emergency call button: Makes an emergency call. Closes the emergency call menu.



6s

Press the Emergency button for six seconds: Opens the emergency call menu (settings for the emergency function).



Direct dial button: Here telephone numbers can be stored as direct destinations.



3s

Press the direct dial button for three seconds Opens the entry option for a call number.



Control buttons (Up/Down): These are used for navigation within settings and lists. In the top-level menu, they are used as direct dial buttons.

Assignment of buttons



OK button: It is used to accept settings and takes the user to a lower-level menu. It is used as a direct dial button in the top-level menu.



C button: Deletes the entry selected. For input boxes, deletes the position under the cursor. It is used as a direct dial button in the top-level menu.

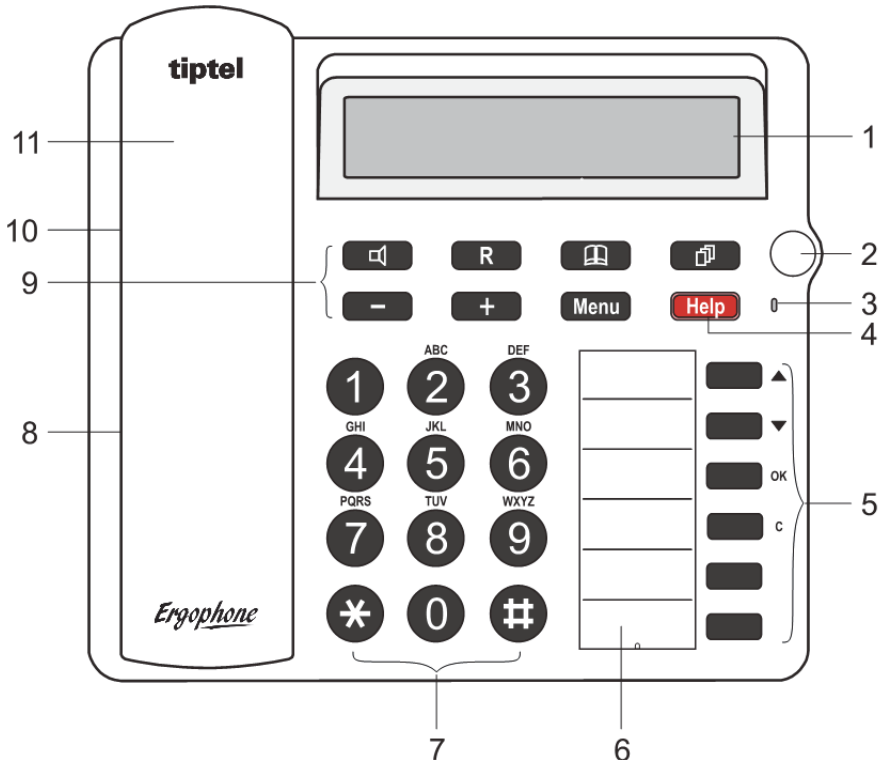


Press C button for three seconds: It clears all of the lists.



Digits: Are used to enter numbers and names, and to dial telephone numbers.

Controls



- | | |
|--------------------------------|-----------------------------|
| 1 Display | 8 Loudspeaker |
| 2 LED | 9 Function buttons |
| 3 Microphone | 10 Insert for phone numbers |
| 4 Emergency call button | 11 Receiver |
| 5 Menu and direct dial buttons | |
| 6 Direct dial name insert | |
| 7 Numeric keypad | |

Getting started

Deliverables

Included with your telephone:

- Telephone including receiver
- Spiral cable (receiver cord)
- Phone connector cable and TAE adapter
- User guide
- Spare inserts for phone numbers

Setting up

Before setting up your phone, please read and following the safety instructions.

Your telephone has been designed for use under normal conditions. Solvents in furniture lacquers, wood oils and paint preservatives may corrode the device feet, resulting in potential staining of furniture. Therefore always use a non-slip underlay, especially with new or recently treated furniture.

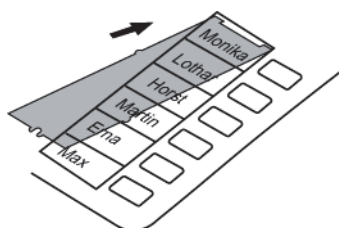
Wall bracket (accessory)

A wall bracket is available as an optional accessory. Use three screws to attach the wall bracket. Then use the hook provided to hook the phone into the wall holder.

Pull out the plastic piece in the receiver holder, and put it back in rotated by 180 degrees.

Labelling and inserting the Direct dial name insert

- Remove the plastic cover by using a suitable tool to extend into the lower opening of the cover and pulling it from the phone until it jumps out of its retainer.
- Write the direct dial names on the label and place it into the recess.
- Affix the plastic cover by pushing it into the top retainer, bending it slightly and guiding it into the side, and then the lower, retainer.



Proceed the same way for the call numbers insert under the receiver.

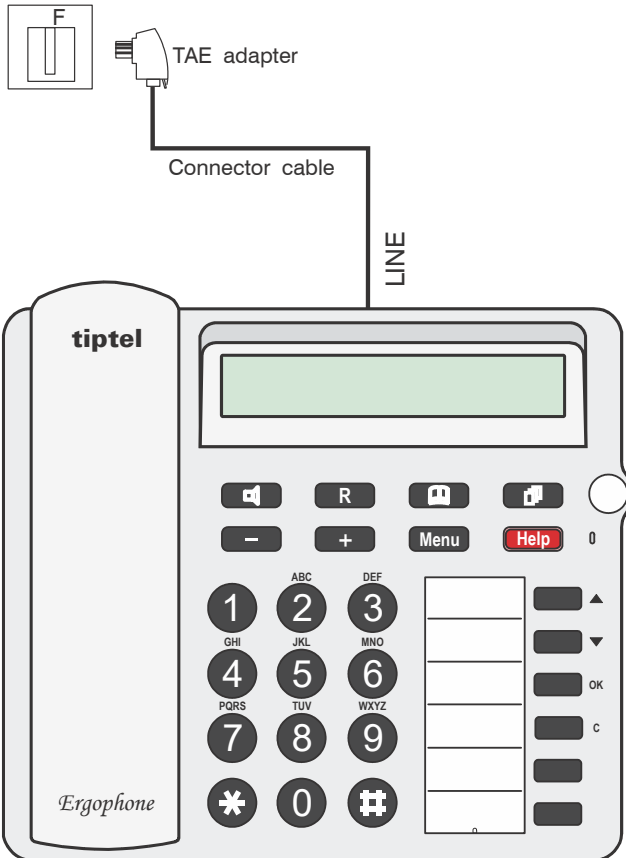
Connecting


All of the necessary cables must be plugged in before you can start using your telephone.

- 1 Plug one end of the spiral cable into the receiver jack on the left of the phone, and the other end into the telephone receiver.
- 2 Insert the TAE adapter into a free end of the phone connector cable.
- 3 Plug the second free end of the phone connector cable into the "LINE" jack, and the TAE adaptor into slot F of the phone socket.

- ☞ The language selection menu is displayed after connecting the first time. Use the control buttons (Up/Down) to select a language and confirm with the OK button.

Socket



- ☞ In Austria, slot F corresponds to symbol . Use the TST adapter enclosed in place of the TAE adapter.
- ☞ In Switzerland, a T+T83 A12 socket should be used, into which the T+T connector cable (included) is inserted. Use an A6 to A12 adapter if required.

Telephone functions / making calls

The ring tone set, and also the flashing LED, signal an incoming call.

During a call, the call duration display shows the time the line has been busy. This enables you to see at all times how long you have been on the phone.

Immediate dialling

Here the digits pressed are dialled immediately without any option to make corrections.

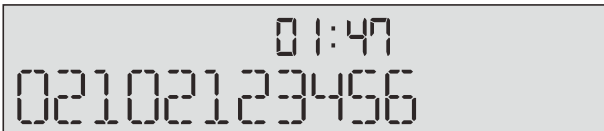


Pick up the receiver and wait for the dial tone.



Use the numeric keypad to enter the numbers required.

The digits pressed are displayed and dialled immediately.



To enable/disable the loudspeaker, press the Loudspeaker button.

The loudspeaker is enabled and others present can listen in on the conversation.



Put down the receiver to end a call.

The line is disconnected.



Not putting the receiver down properly is also not a problem for the phone - it detects the busy tone and disconnects the line. If you then want to accept or make a call, you might have to put down the receiver correctly first.

Non-immediate dialling (dial preparation)

Here the digits entered are not dialled immediately, meaning corrections can be made before dialling.



Use the numeric keypad to enter the numbers required.

The digits pressed are displayed but not yet dialled.



If you press a wrong button, press the C button.

The last digit is deleted and can be re-entered.



Pick up the receiver to dial a telephone number entered.

The connection is established and you can hold your conversation.

Hands-free talking

Instead of using the telephone receiver, you can establish a connection or receive a call using hands-free mode.



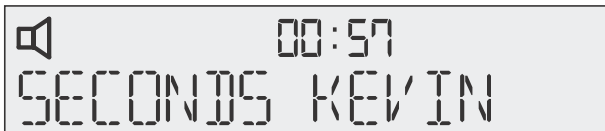
Press the Loudspeaker button (same as picking up the receiver).

The Loudspeaker symbol is shown in the top left of the display. You can hear the dial tone and make your call.



To switch from hands-free to receiver, simply pick up the receiver.

You can then continue your conversation with the receiver.



pressed

Keep

Switching from receiver to hands-free mode: Keep the Loudspeaker button pressed and put down the receiver.

You can then continue your conversation in hands-free mode.





To end the call, press the Loudspeaker button again (same as putting down the receiver).

The line is disconnected.

Transferring calls / Flash (R button)

On most telephone systems, the R button can be used to transfer calls. Refer to the operating instructions for your telephone system or ask your system administrator.



Accept call, e.g. with the telephone receiver.

You can speak to the person at the other end and say the call is being transferred.



Press the R button.



Use the numeric keypad to enter the required call recipient.

The connection is established.




If the line is busy, you can reconnect to the caller by pressing the R button.

The R button must be pressed twice on many telephone systems.



Tell the caller the call is being transferred or simply put down the receiver.

The call is transferred.

 This process can vary depending on telephone system. For many functions initiated with a flash (R button), setting the flash from short to long may also be required (also refer to “Advanced settings”).

Call log

General

Your phone stores the last 20 calls with date and time. If a caller's phone number is sent during a call, it is also stored. If the telephone number matches one from the phone book, the name of the caller is displayed.

The “NEW” display shows whether there are any new, non-accepted calls in the list. If enabled, the LED also flashes (refer to “Advanced settings, new calls LED”).

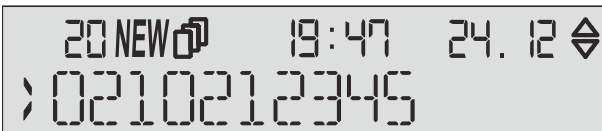
The telephone numbers in the call log can be dialed directly. You are able to delete individual entries or the whole list. Telephone numbers can be copied to the phone book. Calls received and numbers dialed are marked with a right and left arrow respectively (“>” and “<”).

Show calls



Press the “Call log” button.

The display changes and shows the newest entry at the very top of the list.



Use the Control buttons (Up/Down) to scroll between individual entries.

The required call is shown with call time and date. Entries not yet viewed are marked as “NEW”.





3s


To copy the call to the phone book, press the Phone book button for three seconds.

The input box for the phone book opens. Change the name as required and save.

Call log


 c Press the C button to delete the call selected. The call is deleted after acknowledging the prompt.


 c 3s To delete the entire list, keep the C button pressed for three seconds. All entries are deleted after acknowledging the prompt.

 Press the Loudspeaker button to establish a connection. The connection is established and hands-free mode is enabled.

or

 Pick up the receiver. The connection is established and you can hold your conversation.

 Press the “Call log” button to exit the list. The display shows the top-level menu.

 If the name is displayed for an entry, you can use the Plus/Minus buttons to switch between name and call number.

Text entries

Text entry from the numeric keypad













When your phone is in text entry mode, you can enter names from the digit buttons. Refer to the printing on the case and the "Overview of possible characters" table to see which letters can be entered with which buttons.

Pressing one of the digit buttons when the phone is in text entry mode shows the first character on the display. Every subsequent press replaces the current character with the next.

Example: Suppose you want letter "C". "C" is the third letter on "digit button 2". So press "2" three times in a row.

If there is no entry for one second, the current letter is taken and the cursor moves to the next location. Use the Control buttons (Up/Down) to navigate within the text. Press the C button to delete a character. To clear the entire line, press the C button and keep it pressed for three seconds.

Overview of the characters supported

Button	Assignment	Button	Assignment
	., ? 1 ' " () = + - / < >	 ^{MNO}	M N O 6
 ^{ABC}	A B C 2	 ^{PQRS}	P Q R S 7
 ^{DEF}	D E F 3	 ^{TUV}	T U V 8
 ^{GHI}	G H I 4	 ^{WXYZ}	W X Y Z 9
 ^{JKL}	J K L 5		(space) 0
	*		#

Phone book

General

The phone book manages the names and telephone numbers of your contacts. A maximum number of 50 entries can be stored. An entry comprises a name (search term) and telephone number. The name must start with a letter. The telephone number should always start with the area code (prefix) so that the appropriate button lights up when the incoming telephone number matches the number stored. The entries are sorted alphabetically.

Inputting and storing entries



3s

Keep the "Phone book" button pressed for three seconds.

The input box for the name is displayed.



Use the numeric keypad to enter the name ("Text entry from the numeric keypad").

It is best to enter something here so that the entry can be sorted alphabetically and located later on.



OK

The OK button takes you to the input box for the call number.

The display switches to entry of the call number.





Use the numeric keypad to enter the telephone number.

The digits pressed are displayed.



Use the Plus button to insert a pause of three seconds duration.

A "P" is shown on the display.



A flash can be entered with the R button.

An "F" is shown on the display.



Press the C button to delete single characters.

The character under the cursor is deleted.



To delete the entire line, keep the C button pressed for three seconds.

The entire line is deleted.



Press OK to confirm your input.

The entry is accepted. The display shows the top-level menu.



Press the "Phone book" button to exit the input box.

The entry is discarded. The display shows the top-level menu.

Dialling from the phone book



Press the "Phone book" button.

The phone book is opened at the beginning with "A".



Use the numeric keypad to enter the first letter of the name you are looking for (e.g. S for Smith).

The first name starting with "S" is displayed.



Use the Control buttons (Up/Down) to narrow down your search.

The sequential number of the entry is shown in the top left of the display.



Establish connection: Press the Loudspeaker button.

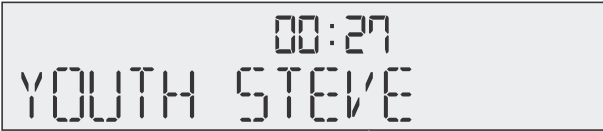
The connection is established and hands-free mode is enabled.

or



Simply pick up the receiver.

The connection is established and you can hold your conversation.



Press the Loudspeaker button to end the call.

The line is disconnected and the display switches to standby.

or



Simply put down the receiver.

The line is disconnected.



To see the number before dialling, use the Plus/Minus buttons to switch between name and call number.

Editing and deleting entries



Press the "Phone book" button.

The phone book is opened at the beginning with "A".

Search for an entry as described in "Dialling from the phone book".

The required entry is displayed.



c

To delete the entry, press the C button and acknowledge the prompt with OK.

The entry is deleted.



c

3s

To clear the entire phone book, press the C button for three seconds and confirm with OK.

The entire contents of the phone book are deleted.



3s

Press “Phone book” for three seconds to edit an entry.

The first letter of the name flashes.

Use the control buttons (Up/Down) to navigate, and the numeric keypad and C button to make corrections.



OK

Press OK to confirm your input.

The changes are stored and the display switches to the phone number.



Use the control buttons (Up/Down) to navigate, and the numeric keypad and C button to make corrections.



OK

Press OK to confirm your input.

The changes are stored and the display switches to the top-level menu.



Press the “Phone book” button to exit the input box.


The display shows the top-level menu.

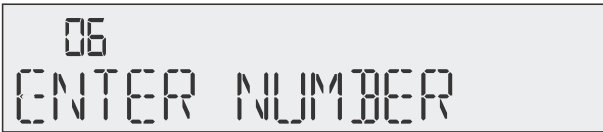
Direct dial buttons


General


You can save six frequently used numbers under the buttons on the right-hand side of the phone, and dial each of them by pressing the button. Enter the call recipients in the fields next to the relevant buttons.


Programming direct dial buttons

 **3s** Press and hold down the required direct dial button for three seconds. The display changes and the phone is in Enter mode. The number in the top left is the direct dial button currently being edited (1 to 6).




 Use the numeric keypad to enter the numbers. The digits pressed are displayed. At least one digit must be entered for the entry to be saved.

 Use the Plus button to insert a pause of three seconds duration. A "P" is shown on the display.

 A flash can be entered with the R button. An "F" is shown on the display.

 Press the C button to delete single characters. The character under the cursor is deleted.

 **3s** To delete the entire line, keep the C button pressed for three seconds. The entire line is deleted.

Direct dial buttons



Press OK to confirm your input.

The entry is accepted and the top-level menu is shown again on the display.



To clear a direct dial button, perform a save without the phone number.

Dialling with a direct dial button



Press the direct dial button required.

The loudspeaker is enabled and the connection is established. The loudspeaker can be used for the conversation.

or



Pick up the receiver.



Press the direct dial button required.

The connection is established and you use the receiver for the conversation.

Settings

Setup options

- Language** Set a language here so that all the operating instructions are displayed in your language.
- LCD contrast**..... Five levels for the contrast can be set here, enabling you to adjust the contrast to your particular viewing angle.
- Date**..... Enter the date here. When the date is sent together with the phone number in your network, the date is set automatically. Note that the year is not sent and must be set manually.
- Time** Enter the time here. When the time is sent together with the phone number in your network, the time is set automatically.
- Call signal** On/Off. Selecting "Off" here means acoustic call signalling is disabled.
- Ring tone**..... Choose here one of the ten possible ring tones.
- Call volume** Set the ring tone volume required. Eight levels are available.
- Advanced (PIN)** Enter here the current PIN (factory setting = 000) to access the advanced setting options.

Advanced setting options

- Change PIN**..... This is where you can change the current PIN. The PIN is a 1 to 3-digit number in range 0 to 999. Please ensure to memorise the new PIN as it is required for the next PIN prompt.
- Outside line prefix**..... Enter here your outside line prefix for the public phone network (e.g. 0). Your telephone then automatically adds a pause after this prefix to prevent incorrect dialling.
- Flash (R button)** Select short or long. The short flash (approx. 100ms) is usually used in telecommunication systems to initiate functions. In contrast, the long flash (approx. 240ms) is used by Deutsche Telekom.
- New calls LED**..... When the function is enabled, the LED flashes when you have missed and not yet seen calls in the call log.
- Max. volume** Set here whether the hands-free volume should automatically be set to the maximum for emergency calls and return calls.
- Return call no. 1** When the number entered here is recognised, the phone switches to hands-free mode. The call recipient can end the call by pressing digit 8 on the phone.
- Return call no. 2** See the description for return call no. 1.
- Return call no. 3** See the description for return call no. 1.


Keypad lock Enabling the keypad lock locks all the buttons. The emergency call button and direct dial buttons can continue to be used however. Dialling international emergency number 112 is another exception.


Exception no. 1 You can enter here another number which can be dialled despite the keypad being locked (such as another emergency number).

Exception no. 2 See the description for exception no. 1.


Setup menu


The Setup menu is split into two categories - the first for simple settings and the second for advanced settings only accessible by entering the PIN.


 **Menu** With the receiver down, press the "Menu" button. The menu is displayed.

 Use the Control buttons (Up/Down) to search for the setting you wish to change.






 **OK** Press OK to select the setting. The selection flashes.

 Change the setting using the "Control" (Up/Down) buttons.



 ^{WXYZ}
0 **9** Use the numeric keypad to enter digits. The digits pressed are displayed. The cursor flashes.

Settings

	c	Use the C button to clear or correct phone numbers.	The last digit is deleted each time.
	OK	Press OK to accept the setting. Change other settings the same way.	The setting is accepted.
	Menu	Press the “Menu” button to exit the settings.	The display switches to the top-level menu.

Adjusting the volume

The loudspeaker volume can be set when the loudspeaker is enabled. The receiver volume changes when the receiver is picked up. Whilst a call is being signalled, the volume of the ring tone melody changes.

	Adjust the volume with the Plus/Minus buttons.	The volume bar shows the current setting.
		



Emergency call function

Up to three numbers can be dialled automatically with the emergency call function at the press of a button. When the call recipient answers, the following announcement is played: “This is an emergency call, please press 5 to accept the call”.

The announcement keeps repeating with two seconds in-between, up to a maximum of one minute. To receive the emergency call, it must be confirmed with the digit 5 on the called phone whilst the announcement is being played. After the confirmation, the phone switches to hands-free mode and there is a connection with the call initiator. After the call, the person called can end the call with digit 8 on the phone. If there is no confirmation with the digit 5, the second and then third numbers are dialled. If there is still no confirmation, the second loop starts after a wait time of three minutes. A maximum of four loops are tried, corresponding to 12 dial attempts.

An emergency call has priority over all other functions.

Emergency call settings

The following setting options are in the Emergency call menu:














Emergency call Enable or disable the function here.

Phone number 1 Enter here the first emergency phone number. This number is called first in an emergency.

Phone number 2 Enter here the second emergency phone number. This number is called second in an emergency.

Phone number 3 Enter here the third emergency phone number. This number is called last in an emergency.

Emergency call menu

- | | | | |
|---|------|---|---|
|  | 6s | With the receiver down, keep the Emergency call button pressed for six seconds. | The display switches and the phone prompts for the 3-digit PIN (factory setting = 000). |
|  ...  | WXYZ | Use the numeric keypad to enter your PIN. | The digits pressed are shown on the display. |
|  | OK | Press OK to confirm. | The first setting option is displayed. |
|  | | Use the Control buttons (Up/Down) to search for the setting you wish to change. | |
|  | | | |
|  | OK | Press OK to select the setting. | The selection flashes. |
|  | | Change the setting using the control buttons (Up/Down). | |
|  ...  | WXYZ | Use the numeric keypad to enter digits. | The digits pressed are displayed. The cursor flashes. |
|  | C | Use the C button to clear or correct phone numbers. | The last digit is deleted each time. |
|  | OK | Press OK to accept the setting. | The setting is accepted. |
| | | Change other settings the same way. | |
|  | | Press the Emergency call button again to exit the menu. | The display again shows the top-level menu. |

Making an emergency call

After an emergency call is made, it can still take a few seconds until the first number is called.



Press the Emergency button on the phone.

The Emergency button flashes and signals an active emergency call.

Cancelling an emergency call

If you have made an emergency call inadvertently, it is possible to cancel it from the phone.



Press the C button on the phone.



Confirm the prompt with OK.

The emergency call is cancelled and the emergency button stops flashing.

Accepting an emergency call

The phone called starts to ring.



Pick up the receiver.

You hear the emergency announcement.



Press digit 5.

The phone from which the emergency call was made switches to hands-free. Call is made.



Press digit 8 to end the call.

The phone from which the emergency call was made puts the receiver down by itself.



Put down the receiver.

Appendix

Hearing aid compatibility

The earpiece in the receiver has a magnetic field generator. For hearing aids worn behind the ear, magnetic coupling means calls are received louder and clearer. The switch on the hearing aid must be set to position “T”. Perfect function cannot be guaranteed with every hearing aid on the market however.

Warranty

Your point of contact for warranty obligation benefits is the specialist retailer where you acquired your device.

Warranty conditions are based upon the legal regulations of the country in which the device was purchased. Your specialist retailer will be glad to provide more information.

Guarantee

Tiptel provides a voluntary guarantee on the device, the conditions of which are published on <http://www.tiptel.com>. The guarantee conditions applicable at the time of purchase apply. The original sales slip (receipt, bill) with serial number and/or IMEI number is used as proof of purchase. Please keep these documents in a safe place.

Declaration of conformity

In accordance with the European requirements, this device must be permitted for connection to the public switched telephone network in all member states of the EU. Due to technical differences in individual countries, it is impossible to give an unlimited guarantee for successful operation with every telephone connection.

This phone satisfies the requirements laid down in Directives 2014/30/EU and 2014/35/EU. Conformity with these directives is verified by the CE mark.

We hereby declare that the phone satisfies all fundamental requirements of European directives.

Visit www.tiptel.com for more details on the declaration of conformity.

Disposal

Packaging: Dispose of paper, card and cardboard boxes in the used paper container and throw plastic parts into a recycling container.

Device disposal: Used electrical devices may not be disposed of in the household waste. Dispose of the device at your local collection points (scrap or recycling yards). Please contact your local authorities for information on disposal sites.



Troubleshooting

Power failure

The internal clock stops if there is a power failure in the telephone network. All settings are retained however, meaning the settings stay as they were before when power is restored. All you need to do is reset the clock.

In the event a malfunction occurs, you are able yourself to use the following table to locate the cause of a problem in most cases, and rectify the problem.

Appendix

Problem	Possible cause	Solution/recommendation
No display, no dial tone.	Connector cable not making contact.	Check all cables and connectors.
Display too light or too dark.	Contrast not set correctly.	Adjust the contrast.
No incoming calls being indicated in the telephone system.	No call signal connected.	Check the programming of the telecommunication system.
Buzzing or other interference in the loudspeaker or receiver.	Interference from cordless telephone, cordless headset, monitor, etc.	Change the location.
The clock shows the wrong year but date and time are right.	The date and time are sent by the telephone network. The year is not sent.	Set the year manually.
The time and date are incorrect after a call.	The time and date are not being sent correctly by your telecommunication system.	Adjust the clock in your telephone system.
Incorrect or no connection when dialling from telephone systems.	The outside line prefix for the public telephone network has not been entered.	Enter the outside line prefix.
The number is not displayed for a call.	Your network provider or telecommunication system does not support this function or the function is not enabled. The caller has suppressed the sending of the call number or it is ex-directory. The call is from a telephone network that does not support the sending of call numbers.	Ask your network provider or telecommunication system manufacturer if the function is available or if it needs to be enabled.

Default settings

The following list shows the factory settings for your telephone. All of these defaults can be changed.

Language	English
LCD contrast	3
Date	01/01/2015
Time	12:00
Call signal	On
Ring tone	1
Call volume	8
PIN	000
Outside line	-----
Flash	Short
New calls LED	Off
Maximum volume	On
Return call	Off
Keypad lock	Off

Technical specifications

Phone dimensions (W x H x D)	210 x 75 x 190 mm
Weight	700g
Power consumption in stand-by	$\leq 25\mu\text{A} / 25\text{V}$
Ambient temperature	0 – 40°C
Dial mode	Tone dialling (MFV)
Flash duration	100ms / 240ms
Direct dial buttons	6
Phone book	Maximum 50 entries
Call log	Maximum 20 entries
Ring tones	10
Ring time volume extra loud	8 levels

Hands-free function	Half-duplex
Receiver	Suitable for use with hearing aid
Receiver volume extra loud	5 levels
Advanced CLIP functions	Name, date/time
Data retention following power failure	> 10 years
Clock	Quartz
16-segment display	LCD, 16-digit, alphanumeric

Information for administrators

Please contact Tiptel Support to enable special functions.

The following settings/functions can be changed and used by Administrators:

- Firmware version (for information only)
- Default settings
- Reset PIN
- LCD/LED test
- Automatic hands-free mode (for return calls)
- Automatic programming, copying of settings via FSK: All settings are sent (phone book, direct dial buttons, etc.).
Time-saving configuration (for care institutions for example).

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